

Information to help you during COVID-19

We offer you our thoughts and care in these challenging times. The following information outlines what you need to do whilst we are living with restrictions to services as a result of COVID-19.

Registering the death

- The usual requirement to register a death within five days no longer applies at this time.
- You will need to register the death via telephone not in person.
- Please make an appointment online or via telephone (contact details in this booklet).
- The registrar will call you at the appointed time. They will have a copy of your loved one's medical certificate, which the doctors will have emailed them securely.
- Please inform the registrar of how many death certificate copies you need.
- Have your bank card with you to pay for the certificates over the phone.
- The registrar will post you a copy/copies of your loved one's death certificate.
- The registrar will send an electronic copy of the certificate for burial or cremation (a green form that is a legal document) to the relevant crematorium or burial ground.



- If the death certificate is needed immediately e.g. for a religious burial, a family member can collect it from the Town Hall (in some circumstances the funeral directors may facilitate the registration and collection of the death certificate from the Town Hall).

Using the Tell Us Once service

- Tell Us Once is a free service offered by HM Government. It enables you to report a death only once, telling central and local government services without having to inform them individually.
- After you have registered the death, the registrar will provide you with a unique Tell Us Once reference number. You will need this to access the service online via **gov.uk** or via their telephone service **0800 085 7308**.
- For a list of the organisations Tell Us Once contacts and the information you need when you use the service go to **<https://new.brighton-hove.gov.uk/births-deaths-marriages-civil-partnership-and-citizenship/deaths/what-do-when-someone-dies/tell>**

Arranging the funeral

Your funeral director will be able to talk you through what the current arrangements and restrictions are in relation to holding funerals.

If you have any further questions you are very welcome to call Martlets on **01273 273400**.

If you or your family need any bereavement support, please call **01273 273400** and ask for the bereavement service or email bereavement@martlets.org.uk.

